



## CARE Inquiry Application Quick Reference Sheet for KDHE

### System Requirements and Browser Settings:

- Internet Connection
- Previously approved KDADS Web Applications user account\*
- Internet Browser:
  - Microsoft Internet Explorer 11 – Recommended, and the only browser that KDADS supports for Web Applications
  - Other browsers may be used with the understanding that KDADS cannot troubleshoot any issues that may arise using KDADS Web Applications with another browser

### Contacts:

#### **\*KDADS Web Applications Security Access and Application How-To Questions**

KDADS Help Desk

Phone: (785) 296-4987 or (800) 432-3535

Email: [KDADS.Helpdesk@ks.gov](mailto:KDADS.Helpdesk@ks.gov)

#### **Questions about CARE Inquiry Policies and Guidelines**

Ellen Bartz

CARE Program Manager

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### Accessing the Application:

1. From the KDADS Provider Information website (<http://www.kdads.ks.gov/provider-home>), click on one of the **Web Applications** links on the page:

The screenshot shows the KDADS Provider Information website. The top navigation bar includes links for Home, About Us, Services, Commissions, State Hospitals / Institutions, Media Center, Contact Us, Hotlines, Providers Home, and Web Apps. The left sidebar contains a list of links including Draft Policies for Review / Comment, Informational Memos, Final Policies, Adult Care Homes, Home and Community Based Services Provider Information, Behavioral Health Services Provider Information, CARE Provider Information, Statutes and Regulations, Forms, Manuals and Instructions, Training, Registration and Surveys, KanCare Ombudsman Volunteer Training Program, Web Application and Survey / Exam Center Information and Instructions, and Provider Contacts. The main content area features a 'KDADS PROVIDER INFORMATION' section, an 'UPCOMING EVENTS' calendar for November 2015, and a 'QUICK LINKS' section. A blue box labeled 'Web Applications Log-In' points to the 'Web Applications Log-In' link in the left sidebar. A blue box labeled 'Web Apps' points to the 'Web Apps' link in the top navigation bar.

2. From the Web Application Information page, click on the green 'Web Applications' button:



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3. Login to KDADS Web Applications with your username and password.
4. Click on the **CARE Inquiry KDHE** button to launch the application.

### Search for Duplicate Request(s):

1. Before creating a new CARE Inquiry Request, search the *Previously Posted* list for the customer name to reduce the chance of submitting a duplicate request.
2. A status of 'Request Posted' indicates KDHE has submitted the request to KDADS, but KDADS has not taken any action on it yet. If necessary, you can still update the request.
3. A status of 'Pending' indicates the request is posted, and KDADS has taken some kind of action on the request. Pending requests cannot be changed by KDHE. Contact the KDADS Care Program Manager if you find an error in a Pending request.

### Search for Existing Request that has not been posted yet:

1. If no duplicate request is found, click on the *Creating Request* tab.
2. Search the *Creating Request Status Listing* to make sure the request hasn't already been created, but not submitted to KDADS.
3. If the request is found, use the 'Select' icon to open it and review the request. Save any needed changes, then click the 'Post Request to KDADS' checkbox and click the Apply Changes button. The request will move from the *Creating Request* list to the *Previously Posted* list.

### Create a New CARE Inquiry Request:

1. If the request is not found in the previous steps, click on the *Create New CARE Inquiry Request* and create the new request.
2. Required fields are noted with a red asterisk (\*)
3. If 'Hospital' or 'Other State' are selected as the Prior Living Arrangement, the Hospital Name text field must have an entry, or the State Name must be selected from the drop-down list provided.
4. Click the 'Create' button to create the request.
5. Click the 'Post Request to KDADS' checkbox and 'Apply Changes' button to complete the request and post it for KDADS to process.

### Attach Files

A link to view/attach files has been added to the CARE Inquiry Request form so supporting documentation can be uploaded. Files can be uploaded with the initial request, or after KDADS CARE staff have contacted you and requested files be attached to the request.

When one or more files have been attached to a request, a number link will display after the *View/Attach File(s)* button. Click on the number to access the file link in a new window.

One file is attached in this example:

**ATTACH FILES**

View / Attach File(s) [ 1 ]

Delete	Name	File Name	Doc Size	Add Dt	Add User	Mod User	Mod Dt	Read Status
<input type="checkbox"/>	hugs1.jpg	test upload	9076	04/04/2017 12:05:03 pm	TESTUSER2	-	-	-

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The link is available on new CARE Inquiry Requests and on Requests with posted or pending statuses.

## CARE Inquiry Application Quick Reference for KDHE

### Find a Completed CARE Inquiry Request:

After KDADS CARE staff have completed a CARE Inquiry request, the record will display the 'KDADS Completed Date' and the request will move to the 'Completed' tab. The person that submitted the request should receive an SRS3164 notification email, sent to the email address associated with their web applications user account.

ed: 03/30/2017 Viewed:  
JOBAUER date: 03/30/2017 11:51:24 785-296-0583 JO.BAUER@KS.GOV

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**KDADS**

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KDADS Date 03/27/2017  
From JOBAUER  
Reposted Date 03/27/2017

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**SECTION A - CARE Level I Completed?**

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YES Date 03/27/2017 LOC Score 53 LOC Met? YES

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**SECTION B - CARE Level II Completed?**

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NO Date NOT ELIGIBLE

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**SECTION C - Urgent/Provisional Admit?**

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NO Start Date End Date

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**SECTION D - Other States PASRR on File?**

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NO State Date

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**SECTION E - LOC Cannot be Completed Because:**

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Other Comments  
KDADS Completed Date 03/30/2017

Before referring an organization to KDADS to determine the status of a CARE Inquiry request, KDHE should check the Completed list to see if the information is available there.